Leading difficult conversations with confidence



A public workshop by PwC's Academy

What is a difficult conversation? Why is it difficult? Every relationship we have risks running into conflict situations and a leader can't let unresolved issues affect team dynamics. Leading Difficult Conversations with Confidence is a practical programme for leaders who want to turn conflict into collaboration. Difficult conversations feel hard because stakes are high, emotions run strong, and power dynamics and ambiguity get in the way. This programme equips you to reframe without losing standards, empathise to reduce defensiveness, and build trust while holding people accountable—so tension becomes progress.

Our speaker:



Alice Ong
PwC's Academy Head of Leadership and Human Skills Academy

Who is this for:

Team leaders	**Managers and senior managers**	**Head of departments**	**All working professionals**

What's in for you?

- Understand the key elements of a difficult conversation and how to build trust. Gain awareness of your preferred way in dealing with conflicts
- Learn how to choose the most effective conflict handling methods
- Practice how to de-escalate, reframe, and reset when conversations get heated

Available session:

1 day
18
March 2027
Thursday

9.00 AM – 5.00 PM
PwC Malaysia, Menara TH 1 Sentral
(Early Bird ends: 18 February 2027)

Registration fee:

RM 1,750
per participant
(inclusive of service tax)

***HRDC FULLY CLAIMABLE**

10% off

- **Early bird registration;** or
- **Multiple module selection;** or
- **Group registration** (3 or more people, single module).

15% off

Group registration (3 or more people with multiple modules)

Note: Discounts are not cumulative; only the higher discount applies.

*Subject to HRDC T&C's

Register now

For more information, contact my.academy@pwc.com

Programme details

Time	Session
9:00 AM	**Welcome and establishing a shared language for "difficult conversations"**
9:15 AM	**What is a difficult conversation?** - Identify the three conversation types often overlooked and the triggers that make them difficult - Build awareness of how stories/assumptions escalate tension
10:30 AM	Coffee break
10:45 AM	**The Five Conflict Handling Styles** - Your default conflict mode assessment - Choose the right approach based on stakes, relationship, time and when to flex for better outcomes
11.45 PM	**Dealing with Blockers** - Understand others' perspectives and separate positions from interests - Focus energy on what you can control or influence
12:30 PM	Lunch break
1:30 PM	**Turning Conflict into Collaboration** - Reframing and building trusted relationships - Prepare, structure, and conduct a high-stakes conversation that strengthens trust - Preparing for a difficult conversation - Creating an environment to build accountability
3:30 PM	Coffee break
3:45 PM	**Role play with different scenarios and debrief** - Apply models under pressure - Build confidence with repeatable structures
4:30 PM	**Reflection and Action Planning**
5:00 PM	**Close**

Scan or click to register

For group registration, kindly provide participants' names by emailing my.academy@pwc.com

Exclusive Discounts:

10% off
- **Early bird registration**
- **Multiple module selection**
- **Group registration (3 or more people, single module)**

15% off
Group registration (3 or more people with multiple modules)

Note: Discounts are not cumulative; only the higher discount applies.

© 2026 PwC. All rights reserved. PricewaterhouseCoopers Risk Services Sdn Bhd (Registration No. 201501028687 (1154008-H) Level 10, 1 Sentral, Jalan Rakyat, Kuala Lumpur Sentral, P.O.Box 10192, 50706, Kuala Lumpur, Malaysia.